



camphill
village
trust

Job Description & Person Specification

Bank Retail Assistant

Taurus Crafts, The Old Park, Lydney
Gloucestershire. GL15 6BU

Would you enjoy working in a beautiful location in the Forest of Dean, within retail outlets?

Job title:	Bank Retail Assistant
Location:	Taurus Crafts, Lydney, Gloucestershire. GL15 6BU
Purpose:	To assist the Retail Manager in running the retail operation ensuring we are well-stocked, well-presented and customers receive a high quality of service.
Salary:	£10.42 per hour (Under 18s attract a lower rate of pay of £7.49 per hour)
Hours:	Between 10:00 - 17:00 Monday-Sunday, working pattern will include some weekends, bank holidays & school holidays

Do enjoy being the face of retail?

Do you love providing exceptional customer service?

We are looking for candidates who have enthusiasm for high quality customer service in a mixed retail environment; but with particular interest and experience in plastic-free retailing. If the following appeals, we'd love to hear from you.

- You'll enjoy supporting and servicing customers.
- You'll want to provide the highest standards of customer service.
- You'll love being part of a dedicated but fun team who always strive to provide an exceptional experience for all our customers.
- You'll have a natural and caring ability and be keen to support people with learning or other disabilities and enable them to participate in work and society.



Who are we looking for?

- You're likely to have experience of working within a retail environment, but any customer service experience will be considered.
- You'll be used to dealing with members of the public and visitors and always strive to provide an exceptional customer experience.
- You'll need to be physically fit. Some of the work will require lifting and moving of stock or equipment.
- You'll have good numeracy and literacy skills. Some administration experience and basic computer skills.
- You'll be flexible; able to work additional shifts when major events or function are planned. As a craft centre, we attract families and visitors from all over the county plus holidaymakers to the Forest of Dean. It can get very busy but is a bustling, vibrant community.
- But above all, you'll enjoy having fun in a busy environment.

What are the main responsibilities of this role?

- Be committed to customer service and the highest standards of service and presentation.
- Be a helpful and supportive team member particularly to people on work experience or training placements in the restaurant.
- Assist with the standard of presentation of the premises and equipment.
- Adhere to policies and procedures for the running of a profitable retail department.
- Ensure correct procedures are followed in the handling of cash, cheques, and electronic payment transactions.
- Maintain a fresh and attractive appearance of the premises under the guidelines set by the manager.
- Undertake any other duties that may be required for the effective operation of the centre.
- With colleagues across Taurus Crafts, support the development of a sustainable visitor centre operating with a strong customer service focus.



Role requirements:

- GCSE in Maths & English. (Grade C & above)
- Great communication and customer service skills
- A “can do” attitude and willingness to ensure all our customers and visitors receive a great experience
- A sense of humour and positive attitude really helps we don’t expect our colleagues to be stand up comedians but we do enjoy having fun.

What do we offer you?

In addition to a competitive salary, our benefits include:

- 25 days annual leave plus statutory bank holidays (pro rata and accrued according to number of shifts worked)
- Once you join us, you'll be eligible to benefit from "Charity Discounts" where you can enjoy reductions from lots of differing retailers and service providers.
- Free on-site parking.
- Access to an array of artisan shops and an onsite café.
- Pension Scheme. We contribute to a pension scheme along with your personal contributions.
- Death in Service benefits. Payments made to your beneficiaries should the unthinkable happen.

All our employees require a DBS criminal record check. We will do this for you.

We reserve the right to close this vacancy early if we receive a sufficient number of applications.

About the charity

Camphill Village Trust is an award-winning national charity supporting adults with learning and other disabilities. We provide housing, care and support, and day opportunities across our 10 communities and services in England. We enable people to lead safe, healthy, happy lives and to be active citizens.

Our vision

To see more people with learning and other disabilities lead a life of opportunity

Our mission

To empower the people we support to lead more connected and fulfilled lives and make informed life choices

About Taurus Crafts and the service

Taurus Crafts is a vibrant visitor centre where you can see a wide range of arts and crafts. As well as being the home to a fantastic range of independent businesses, we run three shops with a mixed ability team. We are open daily providing opportunities for work placements & supported employment for people with mental health and learning disabilities as well as selling a range of unique goods selected for their ethics and products made in our communities.



At Taurus Crafts, people we support are involved in all aspects of our award-winning centre. Trainees serve in our shops and develop their hospitality skills in every area of our café. Our beautiful, artisan gifts and imaginatively designed cards are made by people with learning disabilities as is the crockery we use in our café, which is hand-thrown in our pottery at our nearby Grange Community.

We have many functions and events throughout the year hosting markets where we sell products made by the people we support. Ranging from crafts, food, cards and jewellery. And at Christmas host our popular Christmas Market selling beautiful hand made baubles, wreaths and a great selection of gifts.

